



OFFICE OF VICTIM SERVICES
Focusing on a brighter future



BIENNIAL ACTIVITIES REPORT

October 1, 2003 - September 30, 2005

Submitted to the Judiciary Committee

Connecticut General Assembly Pursuant to General Statutes § 54-203(b)(18)



CHAMBERS OF
JOSEPH H. PELLEGRINO, JUDGE
CHIEF COURT ADMINISTRATOR

231 CAPITOL AVENUE
HARTFORD, CT 06106

January 15, 2006

Senator Andrew J. McDonald, Co-Chair
Representative Michael P. Lawlor, Co-Chair
Members of the Judiciary Committee

It is my pleasure to present this report outlining the activities of the Office of Victim Services for the biennium October 1, 2003 through September 30, 2005. This document is submitted in compliance with Connecticut General Statutes 54-203(b)(18).

I hope that you find this report helpful. Please let me know if I can provide you with any additional information.

Sincerely,

Joseph H. Pellegrino
Chief Court Administrator

JHP:jlh

c: Chief Justice William J. Sullivan
Hon. Michael A. Mack, Deputy Chief Court Administrator
Joseph D. D'Alesio, Executive Director, Superior Court Operations
Linda J. Cimino, Director, Office of Victim Services

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ADVISORY COUNCIL FOR VICTIMS OF CRIME

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Crime Victim's Journey



Police



Hospital



Court



Incarceration



Probation



Parole





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27 years of service to Connecticut residents

The Office of Victim Services (OVS) is the state's lead agency dedicated to providing services to victims of violent crime. Through programmatic development and legislated duties and responsibilities, OVS offers supportive services, financial assistance, and information to victims from the scene of the crime to the release of the inmate convicted of the crime.

The breadth of services offered by OVS is unmatched in the state of Connecticut. The needs of crime victims are continually changing, and our dedication to providing effective, efficient and appropriate services to crime victims reflects this commitment.

The design concept behind this biennial report is two-fold, to provide the reader with an understanding of:

- The work OVS has completed during the past two years, and
- The role OVS plays in assisting crime victims and our allied partners to provide better services during the continuum of the crime victims' experience

Each of the four programmatic units describes how their work directly or indirectly assists victims of crime. The statistics listed in this report are for the time period October 1, 2003 - September 30, 2005, with the exception of the Grants and Contracts Unit, which statistics reflect the July 1, 2003 - June 30, 2005 time period.

- During this biennial period OVS:
- Completed several outreach campaigns to inform Connecticut residents of our services
 - Conducted or co-hosted statewide training programs for first responders and victim advocates
 - Provided financial assistance to crime victims whose lives have been impacted by the financial costs associated with recovering from crime
 - Assisted victims of crime through the criminal justice process
 - Provided named protected parties in orders of protection with termination dates of orders
 - Answered many questions regarding rights and resources available to crime victims in Connecticut
 - Awarded funding to nonprofit organizations and municipalities to ensure the provision of certain direct services in communities throughout the state of Connecticut
 - Developed a newsletter that is listed on the Judicial Branch Intranet Web site to inform other Judicial Branch employees of OVS activities
 - Represented crime victims' interests on several statewide committees and task forces
 - Continued to develop process improvement measures
 - Developed staff training plans to ensure that OVS staff is well prepared to meet the needs of victims of crime

OVS continues to be dedicated to meeting, directly or indirectly, the myriad needs of Connecticut's victims of crime.

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OVS ADVISORY COUNCIL

for Victims of Crime

According to Connecticut General Statutes § 54-203 (b)(11), “The council shall recommend to the Office of Victim Services program, legislative or other matters which would improve services to victims of crime and develop and coordinate needs assessments for both court-based and community-based victim services.”

The council is comprised of representatives from victim populations including, but not limited to, homicide survivors, family violence victims, sexual assault victims, victims of drunk drivers, and assault and robbery victims, the chief victim compensation commissioner, and members from the judicial and executive branch agencies involved with victims of crime.

Council members are appointed by the chief justice to a four-year term. The following represents the leadership for the 2003-2005 period:

Honorable Salvatore C. Agati, Co-Chair
Michelle M. Duprey, Esquire, Co-Chair
(Please see list for full membership on page 5.)

During this time period, the council discussed and provided input on:

- Legislative initiatives that impacted the delivery of services to crime victims
- Potential changes in federal Victims of Crime Act funding
- OVS public awareness activities
- Revised Police Department Short Form
- Service provision in the current economic climate
- Federal government initiative to combat human trafficking



“I was very happy with the service I got from all those at Victim Services. I thank you very much for your help.”

ADVISORY COUNCIL FOR VICTIMS OF CRIME

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Members

2003-2005

Honorable Salvatore C. Agati, Co-Chair
Judge
Waterbury Judicial District
Waterbury, CT

Michelle M. Duprey, Esquire, Co-Chair
Director
Disabilities Services for New Haven
New Haven, CT

Joseph W. Bibisi, Esquire
McVane, Bellobuono, Kuzmak,
Wiezalis & Bibisi, LLP
Hartford, CT

Larry Bostrom
CT Alliance for Victims of Violence and
Their Families, Inc.
Marlborough, CT

Chester Brodnicki
Executive Director
Clifford Beers Guidance Clinic, Inc.
New Haven, CT

Nancy Kushins
Executive Director
Connecticut Sexual Assault Crisis Services, Inc.
East Hartford, CT

John Duffey
Counselor Supervisor
Connecticut Department of Correction
Victim Services Unit
Wethersfield, CT

Steven Eppler-Epstein
Deputy Director
Connecticut Legal Services, Inc.
Middletown, CT

Chief Robin Montgomery
Brookfield Police Department
Brookfield, CT

Carol Fenton
Director of Mental Health
FSW, Inc.
Bridgeport, CT

Mary Galvin
State’s Attorney
Ansonia-Milford Judicial District
Milford, CT

Lisa Holden
Executive Director
Connecticut Coalition Against Domestic
Violence, Inc.
East Hartford, CT

Janice Heggie Margolis
Executive Director
Mothers Against Drunk Driving, Inc.
North Haven, CT

Le Lien Smith
Project Coordinator
Connecticut Coalition of Mutual
Assistance Association, Inc.
West Hartford, CT

Lawrence D’Orsi II
Deputy Director
Criminal Matters
Superior Court Operation Division
Connecticut Judicial Branch

Chief Neil O’Leary
Waterbury Police Department
Waterbury, Connecticut





COMPENSATION UNIT

Overview

Throughout the victim's journey, the Compensation Unit may play an integral part in providing financial assistance to victims of crime. The compensation program is a payer of last resort that provides eligible crime victims and their family members with financial assistance for unreimbursed expenses associated with medical costs, mental health expenses, lost wages, lost wages to attend court proceedings in homicide cases, funeral expenses, and loss of support.

In this biennium, the Compensation Unit received 2,293 applications for compensation. The program approved 1,684 claimants for payment and paid \$4,850,162 in state and federal funds to crime victims and their families, and providers. These funds were used to help 639 victims of assault, the family members of 281 homicide victims, 161 victims of sexual assault, forty-two victims of vehicular crimes, and one arson victim.

COMPENSATION UNIT AND THE CRIME VICTIM'S JOURNEY

The victim may learn of the Compensation Unit through a variety of sources. The police department, emergency department, court-based victim services advocates, or a community-based victim advocate may refer the victim to the program.

At the hospital
Compensation program posters and contact information are displayed at hospital emergency rooms throughout Connecticut. During this biennium, OVS provided all Connecticut hospital social work departments with information about the compensation program and application process.

Throughout the criminal justice process
Often the victim or family depend on the financial support that compensation benefits provide for services. It is not uncommon for a victim to receive compensation for mental health counseling expenses years after the victimization occurred.

FUNDING
The Office of Victim Services receives state and federal funding to compensate eligible persons for unreimbursed crime related expenses.

The State of Connecticut General Assembly allocates funds from the Criminal Injuries Compensation Fund (CICF). Deposits into the CICF are specified in statute and include:

- The costs imposed under General Statutes § 54-143
- \$20 per felony
- \$15 per serious traffic offense
- DUI violation assessments



"If it wasn't for the comp program, I'd be in big trouble. I couldn't pay my hospital bills."

- Operating a boat under the influence
- Five percent of inmate wages
- Any restitution collected pursuant to General Statutes § 53a-30 and which is not distributed within five years because the victim could not be found.

The Compensation Unit receives federal Victims of Crime Act (VOCA) Victim Compensation funds. Fiscal administration of these funds is managed by the OVS Grants and Contracts Unit.

AWARDS
Compensation may be awarded, according to General Statutes § 54-208, to or for the benefit of the injured person; in the case of personal injury of the victim, to any person responsible for the maintenance of the victim who has suffered pecuniary loss as a result of such injury; or in the case of death of the victim, to or for the benefit of any one or more of the dependents of the victim including any dependent child of a homicide victim or the designated decision maker of the victim.

Personal Injury
As defined in General Statutes § 54-201(2) a victim must sustain actual bodily harm and mental anguish, which is the direct result of bodily injury and includes pregnancy and any condition thereof.

Examples of crimes that may result in personal injury are assault, sexual assault, child abuse, and injury sustained during a motor vehicle incident that involved a violation of an impairment statute or evasion of responsibility. Compensation may include reimbursement for medical and dental costs related to the crime, counseling for victims of assault, counseling for victims and relatives of sexual assault and child abuse, and lost wages.

For personal injury-related claims, compensation shall not be awarded in excess of \$15,000.

Homicide
Reimbursement of certain expenses is available to relatives or the designated decision maker of a homicide victim. Expenses include funeral and burial costs (not to exceed \$4,000), medical and mental health counseling expenses, lost wages due to attendance at court proceedings, and loss of support to the dependents or designated decision maker of the victim.

For homicide-related claims no compensation shall be awarded in excess of \$25,000.

COMPENSATION UNIT ACTIVITY
Statistics reflecting payments by crime category and expenses paid by service for the biennium appear in the table entitled VOCA State Performance Report found on page 8.

Compensation Determination Program
Four staff members of the Superior Court Operations Division serve as determination specialists. During this biennium, the determination specialists completed 2,589 determinations (including denials and approvals for compensation).

Police Department Focus Group - Short Form Revision
The Compensation Unit is unable to process a claim without the information collected by police officers. In March 2004, in collaboration with several police departments (New Britain, East Hampton, Middletown, and Derby) and the CT State Police, the Compensation Unit examined and redesigned the OVS Police Department Short Form. The focus group created a comprehensive form that can be completed and forwarded quickly to the Compensation Unit thereby reducing processing time of the claim. The form is now in use by the Compensation Unit.

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Claimant Satisfaction Survey

Over the course of the 2004-2005 fiscal year, OVS mailed 1,139 satisfaction surveys to claimants sixty days after determination. For this reporting period, claimant satisfaction improved significantly. Only 6% of responding claimants reported dissatisfaction with timeliness of payment. This is in comparison to 35% of respondents who claimed dissatisfaction with timeliness of payment during the 2003-2004 fiscal year.

Inter-Department Collaboration

The Department of Mental Health and Addiction Services (DMHAS) invited OVS to participate in a study investigating mental health service utilization rates for trauma victims. OVS culled information from the automated claims processing system, CLOVS, to provide information on specific data elements such as date of birth, gender, race and ethnicity. The information provided by the CLOVS system, in conjunction with information from other databases, was used to complete this study. With this information, DMHAS analyzed how trauma victims in the general population access public mental health services.

Claim Review Process

General Statutes § 54-205(b) grants a compensation applicant the right to request a review of the decision made on the claim within thirty days of the receipt of determination decision. During this biennium, the OVS compensation commissioners conducted eighty-nine reviews. All compensation commissioners, appointed by the governor, are attorneys engaged in the practice of law for at least five years prior to their appointment. During this biennium the following served as compensation commissioners: Joseph W. Bibisi, chief victim compensation commissioner (appointed by the chief court administrator); Beth Bryan Critton; Daniel E. Dilzer; Seth D. Feigenbaum; and Thomas P. O’Dea, Jr. (resigned January 2005).

VOCA State Performance Report <i>October 1, 2003 - September 30, 2005</i>	
Number of claims received	2,293
Number of claims approved	1,684
Number of claims denied	601
PAYMENT STATISTICS BY CRIME CATEGORY	
Assault	\$1,981,158
Homicide	\$2,356,714
Sexual assault	\$ 163,323
Child abuse (includes sexual and physical abuse)	\$ 113,684
DWI/DUI	\$ 71,230
Other vehicular crimes	\$ 117,181
Robbery with injury	\$ 42,760
Arson	\$ 4,112
TOTAL	\$4,850,162
EXPENSES PAID BY SERVICE	
Economic support (lost wages and loss of support)	\$2,415,863
Medical/dental	\$1,575,541
Funeral/burial	\$ 615,024
Mental health	\$ 225,458
Other (probate court fees, parents’ lost wages, special needs)	\$ 18,276
TOTAL	\$4,850,162

RECOVERY PROGRAM

According to General Statutes § 54-212, if a claimant brings an action against the person or persons responsible for such injury or death, OVS shall have a lien on the applicant’s recovery to the amount to which the office is entitled to reimbursement.

The recovery specialist reviews each new application for the potential of recovery.

RECOVERY PROGRAM ACTIVITY

Combined recovery for October 1, 2003 through September 30, 2005 was \$142,251.



EDUCATION & PLANNING

Overview

The Education and Planning Unit serves and supports crime victims by:

- Educating the community about and promoting awareness of the rights and concerns of Connecticut’s crime victims and of OVS services
- Training criminal justice system professionals
- Developing materials to support education and training activities

Education and Planning Unit staff builds training curricula, public presentations, and informational materials on the “three Rs”- *victim rights, resources, and responses*. It is the Education and Planning Unit’s vision that educating the public and training the victim assistance community in the “three Rs” increases the likelihood that victims will exercise their rights and will receive the right service, at the right time, by informed and well-trained professionals.

EDUCATION AND PLANNING UNIT AND THE CRIME VICTIM’S JOURNEY

The Education and Planning Unit provides information to victims at a number of points in their journey.

At the crime scene
Police recruits from Connecticut’s municipal police departments receive training from Education and Planning Unit staff about what to expect from and how to respond to victims of crime immediately following the victimization. In addition, police officers at the scene provide victims with a list of telephone numbers of statewide and 24-hour hotlines. The Education and Planning Unit develops this resource list, and on average, police departments order 9,000 lists biennially for distribution to victims.

At the hospital
OVS directs all emergency departments to display compensation information posters, so that victims, who receive medical treatment for injuries sustained during the victimization, are made aware of OVS services. OVS staff provides training to sexual assault nurse examiners about crime victim rights and services to better prepare these professional caregivers as they serve victims of sexual assault.

At the courthouse
Materials developed and distributed by the Education and Planning Unit in conjunction with the Judicial Branch, are available at courthouse public information desks and court service centers. Education and Planning Unit staff train Judicial Branch employees from various courthouse departments, such as marshals, information desk personnel, and clerks, about victim rights and services. This provides another opportunity to inform and educate the judicial community about victims’ needs and experiences.



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Through the incarceration of the offender
Education and Planning Unit staff oversees the development of materials to assist victims in registering for post-conviction notification. The notification registration forms and brochures are available by contacting OVS.

COMMUNITY EDUCATION ACTIVITY
The Education and Planning Unit has an active community education program designed to increase the public's awareness of the rights and services available to crime victims.
Community education activities include:

- Focused education to identified populations
- Presentations to public and community groups and schools
- Release of public service announcements to radio stations
- Posting of OVS and victim-related information to the Judicial Branch Web site
- Distribution of brochures and posters

FOCUSED EDUCATION
Connecticut Employers
The Connecticut Department of Labor (DOL) and OVS joined forces in August 2004 to inform employers of their obligation to support their employees, who are victims of crime, by allowing them to exercise their rights. OVS submitted an article for publication in the newsletter that DOL distributes to approximately 96,000 Connecticut employers.

Hospital Emergency Rooms
According to General Statutes § 54-203(b)(1), OVS is authorized to direct hospital emergency rooms to display compensation program contact information for crime victims. OVS has collaborated with the Connecticut Hospital Association to distribute materials through the Emergency Department Directors' Forum. During this reporting period, OVS and a private graphic design firm created an outreach poster specifically for hospital emergency departments.

In addition, the Education and Planning Unit provided a direct mailing of an informational packet to the social work departments of all acute care hospitals.

Public Libraries
During this biennium, the Education and Planning Unit mailed 245 informational posters and brochures to Connecticut's public libraries and branches. Because of this outreach effort, the public library of New Haven designated a victim awareness display during September 2005 using the materials provided by the Education and Planning Unit.

PRESENTATIONS
The Education and Planning Unit presents on victim-related topics to groups including OVS contractors and subcontractors, Judicial Branch employees, high school and college classes, and community organizations.

OVS staff from our speakers' bureau made over fifty presentations to approximately 1,900 participants during this reporting period.

RADIO PUBLIC SERVICES ANNOUNCEMENTS
Each quarter this unit released public service announcements (PSAs) describing services and providing contact information. These PSAs were released to forty-one English-language radio stations and seven Spanish-language stations.

During this biennium, this unit submitted PSAs tailored to specific OVS services (financial compensation and court-based advocacy).

OVS WEB PAGE
OVS posts a list of frequently asked questions (FAQs) on the OVS page of the Judicial Branch Internet Web site. This page provides detailed information about OVS services, contact information for all OVS programs, and links to publications related to crime victim rights and other victim related Web sites. During this biennium, OVS changed the uniform resource locator (URL) to make it easier for victims and others interested in services to access the page. The new URL is: www.jud.state.ct.us/crimevictim.

TRAINING ACTIVITY
The Education and Planning Unit provides training on the topics of victims' rights, services, and victim responses to crime to three primary audiences:

- *Mandated audiences* are those groups addressed by the General Statutes § 54-203(b)(17) (judges, prosecutors, police, probation and parole personnel, bail commissioners, correction officers, and judicial marshals)
- *The victim assistance community* consists of private nonprofit agencies that provide services to crime victims
- *OVS staff* who provide direct and indirect services to victims of crime

MANDATED TRAINING ACTIVITY		
Audience	Sessions	Participants
Judges preBench	3	20
Marshals recruit	8	333
Police POSTC	4	117
Police - other academies	3	69
Juvenile probation	2	18
Total	20	557

MANDATED TRAINING ENHANCEMENTS
In collaboration with the Police Officer and Standards Training Council (POSTC), Education and Planning Unit staff revised and expanded the Victim-Witness Module delivered to municipal police recruits. A new section addresses the proper procedures for delivering a death notification. Many recruits have commented on the importance of this material as they prepare to become police officers.

VICTIM ASSISTANCE COMMUNITY TRAINING
As the State's lead agency established to provide services to crime victims, OVS has an important role in the delivery of training to victim assistance professionals across Connecticut. OVS's primary method of delivery to this community is through statewide training.

Statewide Training Events
In 2003 and again in 2004, OVS and the University of New Haven co-sponsored the **Institute for Advanced Victim Advocacy**. The Institutes provided statewide training to professionals from law enforcement, social services, victim assistance, behavioral health, and child guidance. Two hundred professionals received advanced training at the Institutes.

The National Center for Victims of Crime, OVS, and the Connecticut Coalition Against Domestic Violence sponsored a workshop entitled **Civil Remedies for Victims of Crime in Connecticut**. One hundred and ten professionals from the fields of criminal justice, law enforcement, and victim assistance attended this statewide event.

In June 2005, seventy-five first responders and social service providers attended a workshop on **Death Notification: Breaking the Bad News with Compassion**. This event was co-sponsored by Mothers Against Drunk Driving (MADD) and OVS. Due to the response by the law enforcement community, MADD and OVS are planning another training on this topic for October 2006.

OVS and the University of New Haven hosted the Joint Center on Violence and Victim Studies' five-day **Institute on Victim Studies: Critical Analysis of Victim Assistance** in September 2005. Twenty professionals attended this intensive training taught by faculty from Washburn University, Topeka, Kansas; and the University of New Haven, West Haven, Connecticut.



Each quarter the Education and Planning and Grants and Contracts Units conduct a half-day training on topics of interest for the staff of the OVS subcontracted agencies. The training consists of a presentation on the compensation program as well as on a topic related to victim assistance. Seventy-six agency staff attended these presentations during the biennium.

STAFF DEVELOPMENT AND TRAINING

The OVS staff development program is based on the belief that continuous development of staff drives success. The foundation of the program is a core-competency model, which provides objective criteria for assessing staff performance needs. This assessment guides management in the allocation of training resources.

The upcoming phase of the Staff Development Program will emphasize individual development planning. By the end of state fiscal year 2006, each OVS staff person will have collaborated with his or her supervisor in the creation of an individual development plan (IDP). The IDP will take into account the demands of each position and the strengths and challenges of the employee, and from there training and development activities will be identified for each employee.

The supervisor and employee will review the employee's IDP semi-annually to make adjustments to ensure that the IDP objectives remain aligned with program goals.

In-service Activities

In collaboration with the Education and Planning Unit, each OVS service unit develops an annual in-service training calendar that is driven by trends identified from performance data, staff input and competencies, and program goals. The Compensation Unit holds quarterly in-service activities, and the Victim Services Unit provides in-service training every other month.

During this biennial period, OVS responded to the needs of staff by offering an all staff training on the topic of compassion fatigue. This event was designed to assist

our staff in self-care and stress management. This theme of self-care was incorporated into the annual in-service calendar. The Compensation Unit sponsored training for staff that examined staff beliefs about victims, recovery from crime, and service delivery.

MATERIALS DEVELOPMENT AND DISTRIBUTION ACTIVITY

The Education and Planning Unit develops materials that inform victims, the victim assistance community, and the public about the rights of crime victims and the services available to them. This unit has developed approximately twenty-five brochures, posters, and booklets that are distributed upon request and without cost to the requester.

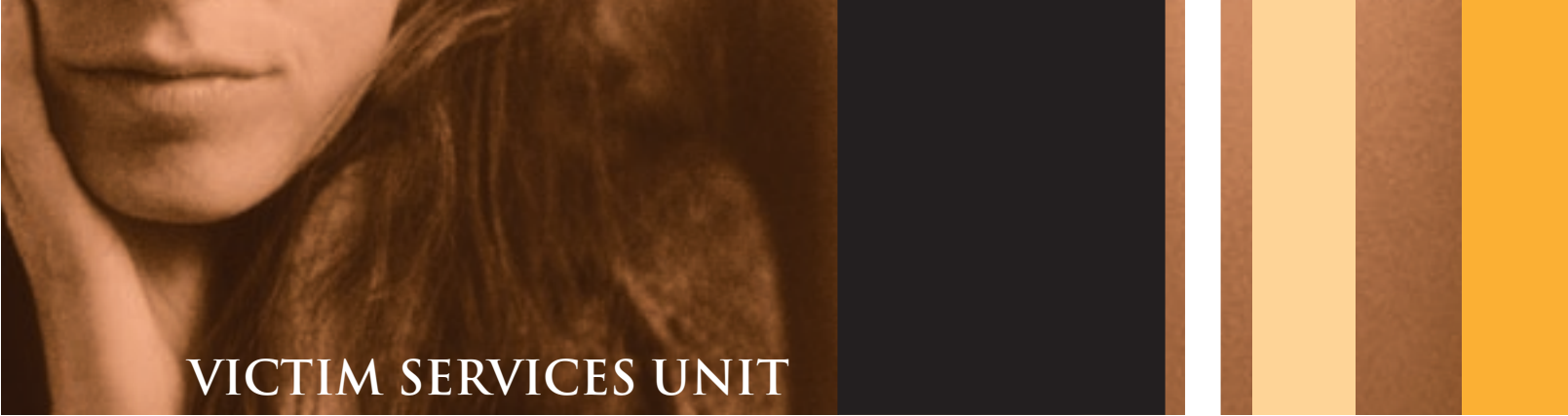
During this biennium, this unit distributed approximately 14,000 brochures to public locations and over 10,000 brochures to Judicial Branch sites. The unit distributes brochures to clerks' offices, public information desks and court service centers within the Judicial Branch.

During the upcoming biennium, the Education and Planning Unit plans to develop an array of materials designed for specific outreach locations such as college campuses and public libraries.

Annually, the unit encourages all Connecticut police departments to help victims at the crime scene by distributing information about victim services. This unit provides police departments with a victim resource list that contains 24-hour hotline telephone numbers and service information. During the biennium, police departments requested over 9,000 resource lists from the Judicial Branch Materials Management Unit's warehouse.

EDUCATION AND PLANNING UNIT STAFFING

The unit operates with two full-time equivalents (program manager and staff development officer). Victim services advocates provide training and public presentations as members of the OVS Speakers' Bureau.



Overview

The criminal justice process is a complex and difficult system to understand and navigate for many people. The Victim Services Unit serves and supports crime victims as they move through this system by:

- Notifying crime victims of their rights
- Referring victims to community services
- Providing support and information to victims throughout the criminal justice process.

The unit is dedicated to serving the needs of victims through providing the following direct services:

- Helpline service
- Outreach services to family members of homicide victims
- Court-based victim advocacy
- Protection order registry notification
- Post-conviction notification

VICTIM SERVICES UNIT AND THE CRIME VICTIM'S JOURNEY

Throughout the journey

Helpline Service (800-822-8428)
OVS operates a statewide, toll-free Helpline to assist callers in obtaining information on OVS and community-based services.

The Victim Services Advocate (VSA) assigned to the Helpline assists victims who have cases adjudicated at court locations not covered by an OVS court-based VSA. Assistance includes informing victims of their rights, helping victims understand the criminal justice system, and referring victims to the appropriate state's attorney.



"The Victim Services program is a blessing. Bless you all."

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HELPLINE SERVICE ACTIVITY	
Total helpline calls received	3,218
Telephone calls received from family members of homicide victims	61
Telephone calls received from victims	2,539

Outreach Services to Family Members of Homicide Victims
OVS developed the Homicide Outreach Program in 1988 to enhance services to family members whose lives have been affected by the murder of a loved one.

A Victim Services Supervisor assists family members with information on the compensation process, referrals to grief counselors and community based agencies, and to the court-based VSA that will be assisting the family during the court proceedings.

<i>Outreach Services Activity</i>	
Number of homicide cases opened	276

THROUGH THE COURT PROCESS

Court-based Victim Advocacy
During this biennium, OVS victim services advocates opened 11,713 victim cases, assisted with 17,699 victim impact statements, and accompanied 14,062 victims and family members to court proceedings.

Whether in person or by telephone, VSAs ensure that victims understand their rights at each proceeding. VSAs accompany victims to court and support them as they present impact statements.

The duties and responsibilities of the VSAs are outlined in General Statutes § 54-220 and are to:

- Provide initial screening of each personal injury case
- Assist victims in the preparations of victim impact statements to be placed in court files
- Notify victims of their rights and request that each victim attest to the fact of such notification of rights
- Provide information and advice to victims in order to assist such victims in exercising their rights throughout the criminal justice process
- Direct victims to public and private agencies for service
- Coordinate victim applications to OVS
- Assist victims in the processing of claims for restitution

VICTIM SERVICES ADVOCACY PROGRAM ACTIVITY	
New cases opened	11,713
Victims assisted with victim impact statement	17,699
Court accompaniments	8,021
Number of people accompanied to court	14,062

Protection Order Registry Notification Program
Public Act 02-132 established an automated registry of protective orders in Connecticut. In February 2003, the registry was enhanced by the addition of the Protection Order Registry notification program.

The Protection Order Registry program features automated notification to protected parties when protective orders terminate or five weeks prior to the expiration of restraining orders. The central office VSA answers questions, provides referrals, and informs protected parties about extending the restraining order if necessary.

PROTECTION ORDER REGISTRY NOTIFICATION PROGRAM ACTIVITY	
Protective order letter-prompted telephone calls received	644
Referrals made from letter-prompted telephone calls	1,495
Protective order letters mailed to victims	54,525

THROUGH THE INCARCERATION OF THE OFFENDER

Post-conviction Notification Program
Public Act 91-389 established the post-conviction program within OVS. The program's goal is to provide inmate notification information to eligible individuals who have registered for the program by submitting a confidential request for notification form.

Persons who may request notification are:

- Crime victims
- Parents/guardians
- Relatives of crime victims
- Legal representatives of crime victims
- Inmate family members
- State's attorneys

OVS notifies registrants when an inmate has made an application to the:

- Board of Pardons and Paroles
- Department of Correction for release other than furlough
- Sentencing court or judge for a reduction in sentence
- Sentence Review Division for a review of sentence
- Sentencing court for exemption from the sex offender requirements of General Statute § 54-251
- Sentencing court for an order restricting the dissemination of sex offender registration

The central office VSA provides information about changes in the status of convicted inmates and referrals to registrants.

OVS maintains strong collaborations with the Department of Correction, Board of Pardons and Paroles, Sentence Review Division, State's Attorneys, Office of Adult Probation, and the Psychiatric Security Review Board.

POST-CONVICTION NOTIFICATION PROGRAM ACTIVITY	
Number of victims who request post-conviction notification	414
Number of inmate status letters sent to requesters	3,079

VICTIM SERVICES UNIT STAFFING

The unit operates with one victim services supervisor who oversees twenty-four court-based victim services advocates and one central office VSA and a second victim services supervisor who coordinates outreach services to family members of homicide victims.

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GRANTS & CONTRACTS UNIT

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Overview

The Grants and Contracts Unit provides funds to non-profit agencies and municipalities throughout the state of Connecticut to provide services to crime victims and their families. The local agencies and municipalities provide assistance to victims from the scene of the crime through the court process.

The Grants and Contracts Unit is responsible for ensuring that all grant funds distributed by OVS are expended in accordance with the grantors' guidelines, state guidelines, and Judicial Branch policies and procedures so that effective services to crime victims can be provided.

GRANTS AND CONTRACTS UNIT AND THE CRIME VICTIM'S JOURNEY

At the crime scene

Staff from funded agencies accompany police to provide on-scene crisis response with crime victims.

At the hospital

Crime victims, both adults and children, receive information and support during examinations related to their victimizations. Grant funds support victim advocates that are located within a metropolitan area police department, thus allowing immediate access to services following a crime. Grant funds also support the work of victim advocates who provide services to sexual assault victims in emergency rooms and during child forensic exams.

Through the court process

The Grants and Contracts Unit provides funding to a variety of community-based agencies for advocacy services within the court system. Nonprofit and

municipal advocates help victims by notifying them of their rights and by providing information and assistance about a specific case or the criminal justice system as a whole.

GRANT FUNDED SERVICES TO CRIME VICTIMS

OVS funds forty-three agencies to provide services to crime victims. These agencies are located in each of the eight counties of the state of Connecticut. The major cities of Bridgeport, Hartford, New Britain, New Haven, Waterbury, and Stamford have multiple programs that provide a variety of services to crime victims. OVS funded agencies provided services to over 67,000 victims of crime during the past two years.

Services are provided to individuals of all age ranges, races and ethnicities. Demographic information provided for new victims served during the 2003-2005 period indicates that the majority of victims were twenty-five to forty-four years of age (46.5%), female (77.8%), and White (49.5%).

During the reporting period, OVS has expanded services to child crime victims in areas of the state that previously did not have funded programs. Grants and Contracts Unit staff has initiated improvements in on-site agency monitoring, program evaluations, and staff training to ensure that the local agencies are providing effective services to crime victims.

FUNDING

The Office of Victim Services receives state and federal funding for the purposes of funding programs and activities that provide information, services and

assistance to victims of violent crimes and their families. OVS's primary source of federal funding is the U.S. Department of Justice, Office for Victims of Crime, Victims of Crime Act (VOCA) Victims Assistance Fund. OVS receives grants for victim assistance and victim compensation from this fund.

A summary of grant funds received by OVS for state fiscal years 2003-2004 and 2004-2005 (July 1 to June 30) can be found on page 19 (see Table 1).

Grant funds received by OVS provide funding for:

Provision of services to crime victims. For the two year period ending June 30, 2005, OVS issued contracts totaling \$11,128,132 to victim service providers that provided services to 67,712 victims of crime.

Training and technical assistance for victim service providers and others who may interact with crime victims,

Funding for special projects such as the Institute for Advanced Victim Advocacy, and victim services staff for Domestic Violence Dockets and Intensive Supervision of Sex Offender Units

Compensation to crime victims for expenses incurred due to their victimization (See Compensation Unit report for description of funding.)

FEDERAL CRIME VICTIMIZATION PRIORITY CATEGORIES

Programs funded with VOCA Victim Assistance and Judicial Branch appropriated funds are awarded to service providers based upon the four priority categories of victimization as established by the U.S. Department of Justice, Office for Victims of Crime.

The priority categories are:

- Child abuse
- Domestic violence (includes child witnesses)
- Sexual assault
- Previously underserved victims of various crimes (includes assault, robbery, hate and bias crimes, adults molested as children, intoxicated driving, elder abuse, family members of homicide victims, abuse of vulnerable adults, gang-related crimes, stalking, federal crimes, economic exploitation and fraud).

A summary of number of victims served and expenditures by priority category for state fiscal years 2003-2004 and 2004-2005 can be found on page 20 (see Table 2).

TYPES OF SERVICES SUPPORTED BY GRANT FUNDS

During the biennium, VOCA funds were used by subcontracting agencies to provide crime victims with a variety of services. The largest percentage of awarded funds were for advocacy based programs, however OVS provided funding for therapy programs for adults and children, on-scene crisis response for child victims of crime, and translation and interpreting services for non-English speaking crime victims.

Advocacy programs provided services to victims in courts, shelters, specific towns and neighborhoods, or on a statewide basis through the use of regional offices. These programs provided victims with crisis counseling, safety planning, assistance with basic needs, assistance with filing for compensation, information and referral to other social service agencies, assistance in court, translation and interpreting services. Programs also liaise with OVS victim services advocates.

OVS also funded a number of programs that provided free therapy services to child and adult victims of crime. These services included the initial psychiatric evaluation, individual and group therapy sessions, follow-up, referral to other services, and assistance with compensation. Most of the programs offered short-term therapy, and if the victim was eligible for compensation, could receive additional therapy to be paid for by the compensation program.

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"I just wanted to thank you for all of your help during an extremely difficult time for me... The citizens of the state of Connecticut are truly lucky to have you. Thank you again..."

A summary of the top five services received by crime victims served with VOCA funds for state fiscal years 2003-2004 and 2004-2005 can be found on page 21 (see Table 3).

REQUEST FOR PROPOSAL PROCESS

In October 2003, OVS began the request for proposal (RFP) process for the two-year grant cycle that started on July 1, 2004. Proposal reviews were conducted in February and March of 2004. In addition to the existing programs, two new programs serving child abuse victims were added. As the two-year biennium period ends, OVS is seeking to expand its existing network of providers of counseling services to surviving family members of homicide victims to a statewide basis.

PROCESS IMPROVEMENT

During the biennium, OVS initiated a process improvement plan focusing on the RFP and contracting processes. Because of extensive contract review and negotiations that were required for state fiscal year 2004-2005 and 2005-2006 contracts, OVS reviewed the process to determine what improvements could be made that would benefit the service providers, OVS, and the Judicial Branch.

OVS met with staff from the subcontracting agencies and from other Judicial Branch units to review the RFP and contracting documents. Based upon the comments and suggestions made at those meetings, revisions were made to subsequent proposal documents and to the Grants and Contracts manual. The revisions provided additional detail on the RFP evaluation and negotiation process, and clarified OVS expectations regarding eligible services, qualifications of the agency and its staff, and project performance. The result is that the proposal documents and Grants and Contracts Manual give potential applicants and current contractors a better understanding of the requirements of the program so that they can provide more effective services to crime victims.

PROGRAM EFFECTIVENESS

In keeping with our responsibility to ensure that grant funds are expended in accordance with federal, state, and Judicial Branch regulations, the Grants and Contracts

Unit continued its on-site subcontractor monitoring visits during the biennium. The site visits were designed to ensure that the funded programs operate in accordance with the contract and to provide technical assistance, if needed, to the service providers. The continuing focus of the visits was on program evaluation methods and accurate data collection. Outcome measures developed in the first year of the contract provided OVS with information to evaluate service providers' past performance, and to work with the service providers to improve or enhance future performance. OVS works to ensure that the subcontractors have a means to evaluate the effectiveness of their program activities and their progress towards the stated goals and objectives of the program.

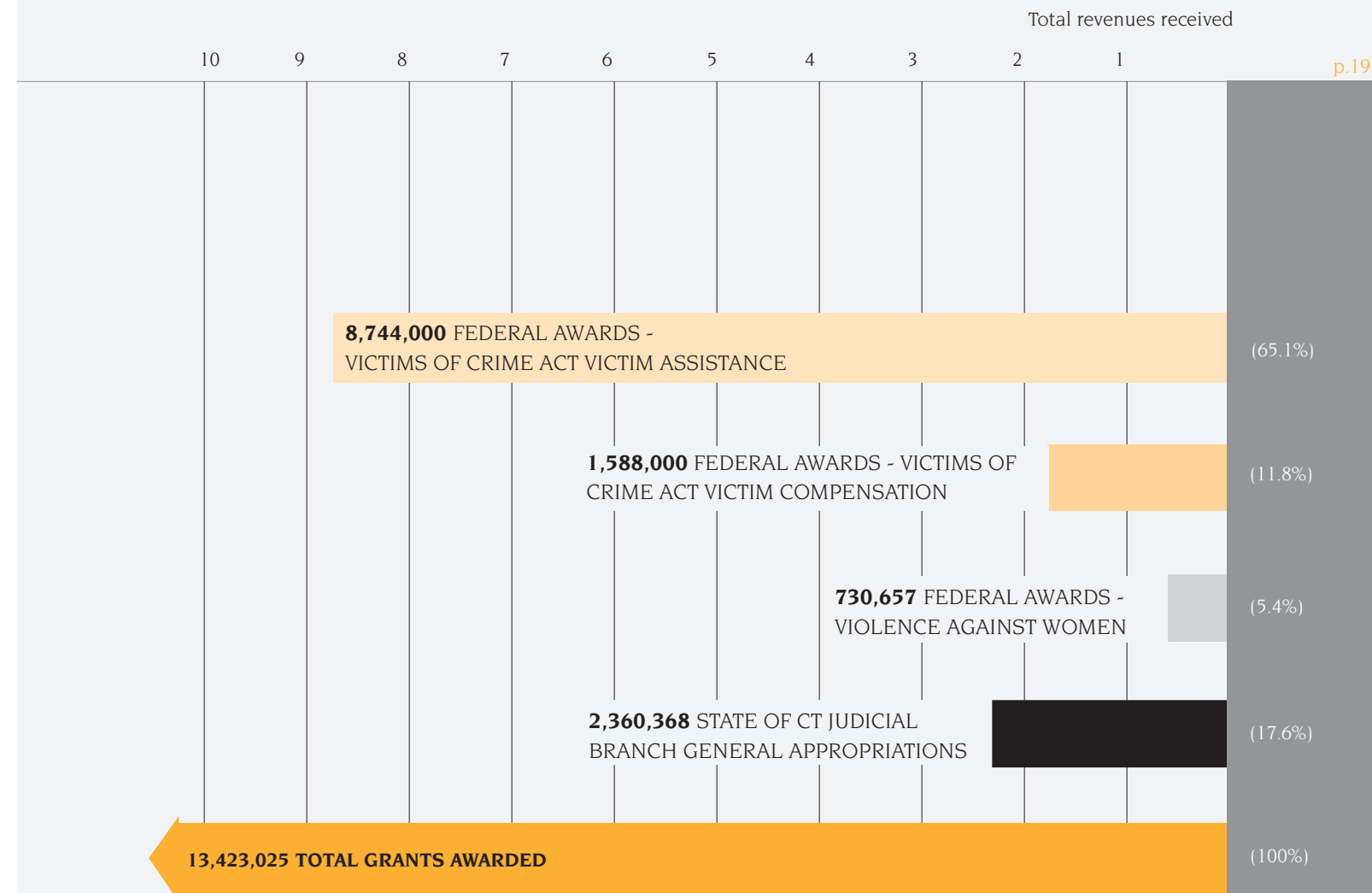
TRAINING AND TECHNICAL ASSISTANCE

OVS hosted a meeting in August 2004 for staff members of the VOCA subcontracting agencies. At this meeting, OVS staff provided an update on the reporting requirements for OVS and VOCA.

The Grants and Contracts Unit, in collaboration with the Education and Planning Unit, continued the series of quarterly meetings with the subcontractors. These meetings were used to discuss particular topics in service provision such as outreach to victims, victim impact statements, and court procedures, provide updates on grant requirements, and provide a forum for the attendees to raise questions and discuss issues that may be common to all participants. The quarterly meetings provide a regular forum for the exchange of information between OVS and the subcontractors. The meetings coincide with training provided by the Compensation Unit.

In the fall of 2004, the Grants and Contracts Unit issued its first quarterly newsletter for the grant funded subcontractors. The purpose of the newsletter was to highlight program activities, provide reminders on reporting requirements, and provide general information on grant related programs funded by OVS. It has been expanded to include sections on national publications, statistics, training, and funding opportunities that may benefit the subcontractors' services to all of their clientele as well as their services to crime victims.

SUMMARY OF OVS GRANT REVENUES (TABLE 1)
State Fiscal Years 2003 - 2005



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Crime Victim's Journey



Police



Hospital



Court



Incarceration



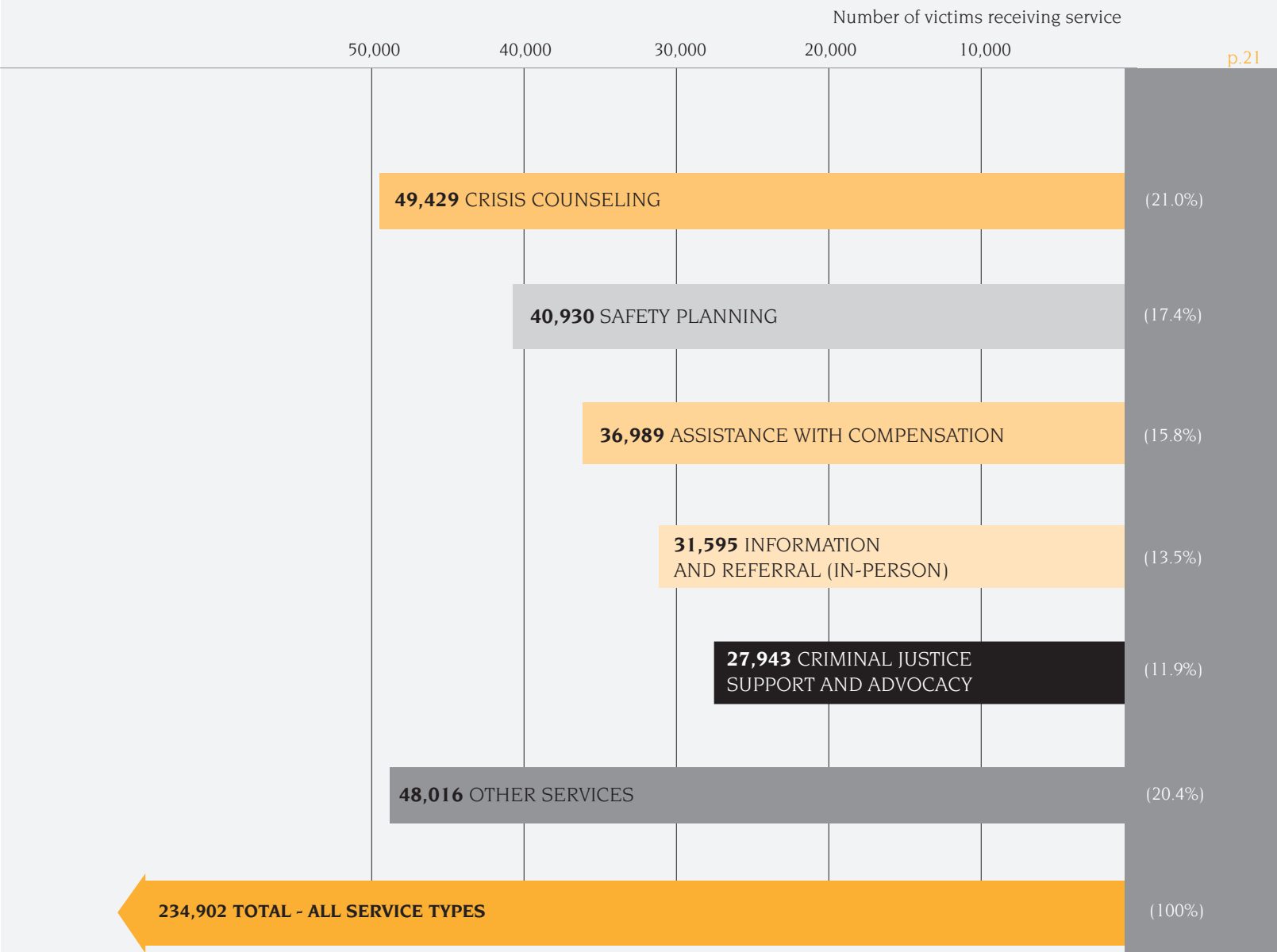
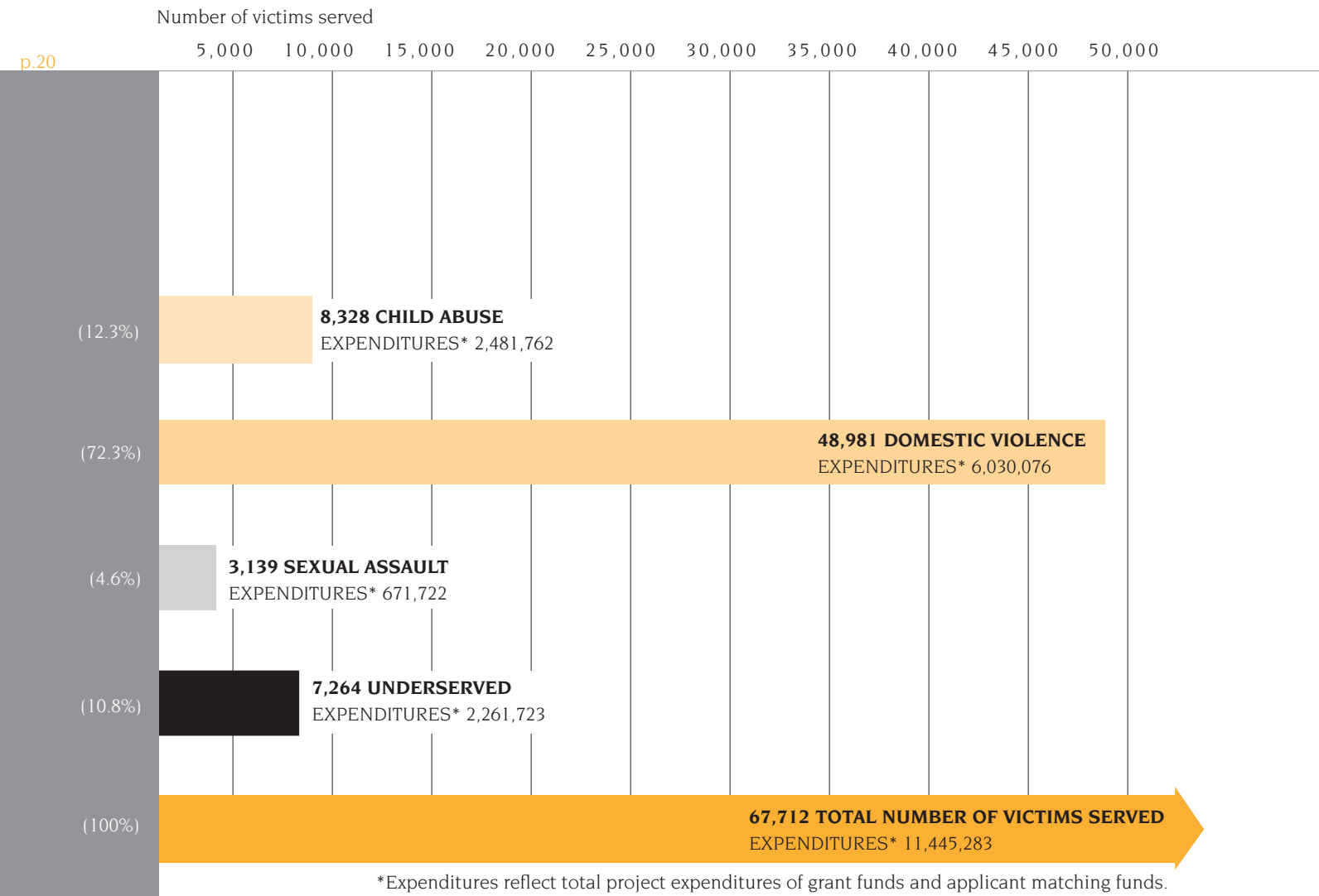
Probation



Parole

ACTIVITY BY PRIORITY CATEGORY
VOCA ASSISTANCE GRANT PROJECTS (TABLE 2)

ACTIVITY BY TOP FIVE SERVICES
VOCA ASSISTANCE GRANT PROJECTS (TABLE 3)



STATE FISCAL YEARS 2003-2004 & 2004-2005

Aetna Foundation/St. Francis Hospital Children’s Center - Hartford Regional Child Abuse Support Services Program	Connecticut Children’s Medical Center - Suspected Child Abuse and Neglect Program ****
Catholic Family Services New Haven - Families of Homicide Victims Counseling Program **	Connecticut Coalition Against Domestic Violence - Child Domestic Violence Initiative
Catholic Family Services New Haven - Counseling Victims of Robbery and Assault Program **	Connecticut Coalition Against Domestic Violence - Enhanced Services to Victims of Domestic Violence
Catholic Family Services Waterbury - Families of Homicide Victims Counseling Program **	Connecticut Coalition Against Domestic Violence - Services to Victims of Family Violence Court-Based Program
Charlotte-Hungerford Hospital Center for Youth and Families - Charlotte’s Place **	Connecticut Coalition of Mutual Assistance Associations - Victim Advocacy for Refugees and Immigrants
Child and Family Agency of Southeast Connecticut - Sexual Abuse Recovery Program *	Connecticut Sexual Assault Crisis Services - Intensive Supervision of Sex Offenders Unit Hartford Victim Representative
Child Guidance Center of Southern Connecticut - Child & Adolescent Crime Victims Assistance Program	Connecticut Sexual Assault Crisis Services - Culturally Appropriate Rape Crisis Intervention Services ***
Child Guidance Clinic of Greater Waterbury - Child Victims Assistance Program ***	Connecticut Sexual Assault Crisis Services - Rape Crisis Intervention Services ***
Child Guidance Clinic of Greater Waterbury - Latino Victims Assistance Program	Connecticut Women’s Education and Legal Fund - Lesbian, Gay, Bi-Sexual, Transgendered Anti-Violence Project *
City of Bridgeport Police Department - Law Enforcement Based Victim Services Program	Coordinating Council for Children In Crisis - Neighborhood Victim Advocacy Program
Clifford Beers Guidance Clinic - Sexual Abuse Treatment Team Enhancement Project	
Community Child Guidance Clinic of Manchester - Victim Assistance Program	

Family Services Woodfield - Domestic Violence Services	Salvation Army - Victim Assistance Program
Family Services Woodfield - Families of Homicide Victims Counseling Program **	Survivors of Homicide - Victim Support Service Program
Hartford Behavioral Health – Assistance to Survivors of Homicide Program **	The Village - Families of Homicide Victims Counseling Program *
Human Resources Agency of New Britain - Polish Victim Advocacy Program	The Village - Counseling Victims of Robbery and Assault Program *
Klingberg Family Centers - Child Abuse Treatment Services **	The Village - Violence Intervention Project *
Mothers Against Drunk Driving, CT State Organization - Victim Assistance Program	Wheeler Clinic - Services for Crime Victims with Mental Illness *
New Britain General Hospital - Victim Assistance Program	Yale University School of Medicine - Child Development Community Policing Program
New Britain Police Department - Survivor Crisis Management *	Yale University School of Medicine - Child Sexual Abuse Clinic

* This contract was funded for Fiscal Year 2003-2004 only.
** This contract was funded for Fiscal Year 2004-2005 only.
*** This contract was combined with a second contract with this agency into one contract in Fiscal Year 2004-2005.
**** This contract was combined with the Aetna Foundation/St. Francis Hospital Children’s Center contract in Fiscal Year 2004-2005.
(All contracts were funded for both years, unless otherwise noted.)





During this biennial period, Chapter 968 Victim Services of the Connecticut General Statutes was amended three times.

Public Act 03-129 An Act Concerning Compensation of Crime Victims and Authorizing Crime Victims to Make a Statement before the Sentence Review

Division amended: General Statutes § 54-201 definition of “personal injury” by adding subsection (B) injury to a guide dog or assistance dog owned or kept by a blind or disabled person. General Statutes § 51-196 by adding subsection (c) “At a hearing held under this section, the review division shall permit any victim of the crime to appear before the division for the purpose of making a statement for the record concerning whether or not the sentence or commitment of the defendant should be increased or decreased or should stand. In lieu of such appearance, the victim may submit a written statement to the review division and the review division shall make such statement a part of the record at the hearing. For the purpose of this subsection, “victim” means the victim, legal representative of the victim or a member of the deceased victim’s immediate family.”

Public Act 03-179 An Act Concerning Victim’s Rights in Court Proceedings and Duties of Victim Advocates

amended: General Statutes § 54-91c(b) “The court shall inquire on the record whether any victim is present for the purpose of making an oral statement or has submitted

a written statement. If no victim is present and no such written statement has been submitted, the court shall inquire on the record whether an attempt has been made to notify any such victim as provided in subsection (c) of this section.” General Statutes § 54-220

(2) assist victims in the preparation of victim impact statements to be placed in court files;

(3) to notify victims of their rights and request that each victim attest to the fact of such notification of rights on a form developed by the Office of the Chief Court Administrator, which form shall be signed by the victim advocate and the victim and be placed in court files and a copy of which form shall be provided to the victim;

(4) to provide information and advice to victims in order to assist such victims in exercising their rights throughout the criminal justice process.

Public Act 03-189 An Act Concerning Victim Services

amended: General Statutes § 54-205 by clarifying that the Office of Victim Services shall evaluate applications received, not review. General Statutes § 54-206 by allowing the Office of Victim Services, or on review, a victim compensation commissioner to determine and allow reasonable attorney’s fees. General Statutes § 54-215 by clarifying the time frame in which collections pursuant to section 46b-140 or 54-56e are disbursed General Statutes § 54-217 by increasing the emergency award available to \$2,000.

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